

Received & Inspected

JUL -2 2010

FCC Mail Room



Alabama FCC Complaint Log 2009-2010

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Complaint Tracking for AL (06/01/2009-05/31/2010). Total Customer Contacts: 22

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Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/03/09	A TTY customer stated that the Communication Assistant never told them that the phone was ringing. The customer asked if there was ringing but received no answer, and waited until the answering machine came on. Customer service apologized to the customer. No follow up was needed.	06/03/09	The Team Leader met with the Communication Assistant, and they went over proper call procedures. They focused on the importance of keeping customers informed. The Communication Assistant was also told that if they are experiencing any problems, that a supervisor would be notified immediately. The Communication Assistant understands.
2	06/03/09	A TTY customer said that the Communication Assistant did not type everything that her doctor's office staff said. The customer said they know the person on the other line, and is sure that they said more than what was relayed. Apologized for the problem, and stated that the supervisor would be informed regarding this call. The customer did not request a follow up.	06/03/09	The Supervisor met with the Communication Assistant, and she did not remember the call specifically but assured the Supervisor that she always relays calls verbatim. The Supervisor reiterated the importance of relaying verbatim, and reminded her that Communication Assistants must always avoid changing, adding, or omitting words. The Communication Assistant understands.
3	06/08/09	Captions Lag too far behind voice	06/08/09	A customer shared feedback regarding the lag time of captions during one of her calls. A Customer Service Representative explained that with the voice recognition system approach it is normal to experience a slight delay of captions behind the voice as words are transcribed. The Customer Service Representative mailed information to the customer explaining why delays with captions can appear. The customer was satisfied.
4	06/19/09	A customer said that the Communication Assistant did not type the last thing the person said before typing "person hung up GA or SK." The reason they know this is because the person was sitting next to them using their cell phone, and reading the display on the TTY. The customer said that this seems to happen every weekend. Customer Service apologized for the problem, and told them this would be sent to the appropriate supervisor for investigation. No follow up was requested.	06/19/09	The Team Leader met with the Communication Assistant and reviewed the end call procedures, and the importance of relaying verbatim.
5	06/27/09	A TTY customer stated that the Communication Assistant did not type out a full recording in English. The customer stated that the recording was shorter than other times that it has been typed out. The customer stated that the Communication Assistant shortened up the wording of the recording without permission. Customer Service apologized and stated that the information would be forwarded to the appropriate person. No follow up was requested.	07/02/09	The Communication Assistant demonstrated knowledge on how to process this type of call but was still coached on typing out recordings verbatim and using the Record button and other features of the system in order to facilitate that.
6	08/06/09	A customer said that the Communication Assistant dialed out, but then there was no answer. The customer asked if they were still there, but there was no response. Customer Service thanked the customer for the feedback, and told them this would be forwarded to the appropriate person. Customer did not want a follow up.	08/06/09	The Team Leader met with the Communication Assistant. The Communication Assistant understands that they cannot disconnect. The Communication Assistant said that at the time of this documented call, they had received a "No Response" call. There may have been a technical issue.
7	08/18/09	A VCO customer said that during a specific call they did not feel like their call was relayed the way that it was supposed to be, and was very upset about it. Customer Service apologized for the inconvenience. No follow up was requested by the customer.	08/20/09	A supervisor reviewed the customer's concern with the Communication Assistant. There was no further information on why the customer felt the call was not relayed the way it should be. The Communication Assistant does not recall any calls where the customer indicated that they were upset, or any calls with technical issues. It was confirmed that the Communication Assistant knows to alert a supervisor if there are any customer concerns or technical issues.

8	09/14/09	Disconnect/Reconnect during calls	09/14/09	Customer Service sent the customer information explaining the difference between CapTel and a traditional phone. They also explained why disconnect/reconnect might be occurring, and sent a letter with tips on how to reduce this occurrence.
9	10/27/09	TTY customer states the CA did not type everything heard during the call at 2:50 PM on 10/27/09. The customer knows the nurse and was confused by the "snap answers" and explanations given on the call. The customer reportedly called to the nurse a second time and validated her concern. The CA did not type verbatim. The customer wants management to be aware of the issue so it does not happen again. Apologized. No follow up.	10/27/09	The Communication Assistant asked the Supervisor for assistance on this call, because the customer had indicated that there was a problem. The supervisor observed that the Communication Assistant was processing the call correctly. The outbound party was talking to people in the background, and even though there may have been some "snap answers" the call was processed correctly.
10	11/12/09	A Voice customer said that during a message left on her answering machine by her deaf mother said Voice caller said "What is this stupid woman trying to do?" The supervisor apologized and stated that the Communication Assistant would be tracked down, as there was no Communication Assistant Identification Number left on the answering machine. The customer would like a follow up phone call. Research was completed, which identified the Communication Assistant on the call. This contact was assigned to the appropriate call center.	11/12/09	The Supervisor had a discussion with the Communication Assistant. They said they do not remember the call, but they are aware of staying professional and transparent. The phone number provided for follow up was found to be disconnected.
11	11/27/09	A TTY customer reported that the Communication Assistant needs to improve their language, because during a call to a pharmacy she "changed the language" and made it difficult. The customer also said that the Communication Assistant was not polite, and never relayed the name of the business until the customer requested that information. The customer did not request a follow up.	12/03/09	The Communication Assistant remembered this call, as there was a garbling issue. The Communication Assistant said they think the customer was getting garbling from relay, so they thought that the business name was not typed. It was also confirmed that a Supervisor was alerted about this technical issue. This information was documented for a trouble ticket.
12	12/01/09	A TTY customer said that the Communication Assistant did not type out the name of the business they were calling. Apologized for the inconvenience. No follow up was requested.	12/07/09	It is not mandatory that Communication Assistants type out the business name, but the Communication Assistant was coached on the fact that we should type it out as a courtesy to the customer.
13	02/11/10	Dial Tone - Not heard	02/12/10	A customer called saying that he has no dial tone on his CapTel phone. A Customer Service Representative advised the customer to test another phone on the jack or try the CapTel at another location. The customer is now working with the state program.
14	02/26/10	Technical - General	02/26/10	A customer received a message on their CapTel phone that said 'please hang up and try your call again' (and noted mention of a technical difficulty). A Customer Service Representative investigated and learned that a trouble ticket was filed on the call due to loss of audio. The Customer Service Representative confirmed for the customer that there was a technical issue and this was the reason for the technical note on the call. The customer appreciated the follow up.

15	04/06/10	A customer said that the Communication Assistant was rude, and had poor accuracy. The Communication Assistant also had trouble keeping up with the voice customer's speaking speed. The outbound line hung up before the Voice customer could wrap up their business because the Communication Assistant was so frustrating. A follow up via email was requested.	04/06/10	It was verified that this Communication Assistant meets or exceeds the FCC regulations for typing speed. The supervisor did coach the Communication Assistant on ways to pace customers, and also reminded them the importance of remaining polite and professional. A follow up email was sent to the customer.
16	04/16/10	A TTY customer stated that the Communication Assistant redialed and left the customer's message, but did not inform the customer that they were redialing. When the customer asked the Communication Assistant why they were not informed of the redial, the Communication Assistant said "your message left." Customer Service apologized to the customer for the inconvenience. No follow up was requested.	04/16/10	The Communication Assistant was coached on the proper procedures.
17	04/20/10	A TTY customer said that the Communication Assistant refused to type their answering machine message when requested. Apologized for the inconvenience. No follow up was requested.	04/20/10	The TTY customer asked the Communication Assistant to type 'recording' before they dialed out. The Communication Assistant only heard ringing, and waited for more than 20 rings since the TTY customer was upset about no recording. went to more than 20 rings at one point since TTY was upset about no recording. The TTY customer told the Communication Assistant that they were going to report her for not typing out the recording. At this time the Communication Assistant alerted a supervisor.
18	04/27/10	A customer said that the Communication Assistant did not type the conversation as it was said by the voice person. The customer had a hard time understanding the Communication Assistant because they were abbreviating what the other person said. Customer Service apologized for the inconvenience and told the caller that this would be forwarded to the appropriate person. No follow up was requested.	04/27/10	The Team Leader met with the Communication Assistant. It was discovered that the Communication Assistant followed procedures, and was typing verbatim, however the Voice person on the line was cutting her sentences short and responding to the Inbound customer in a "choppy way." The Communication Assistant put into parentheses "(talking choppy)(caller being short)" to keep the customer informed.
19	05/14/10	Dial Tone - Not heard	05/14/10	A customer's daughter reported no dial tone on their CapTel. A Customer Service Representative advised a physical reset. This resolved the customer's experience.
20	05/14/10	Dial Tone - Not heard	05/14/10	A customer's neighbor stated that there was no dial tone on the CapTel, but the other phones in the house have dial tones. A Customer Service Representative advised a physical reset of the CapTel. This resolved the customer's experience.
21	05/27/10	Accuracy of captions	05/27/10	A customer indicated that the captioned words are sometimes different than those spoken by the other party. A Customer Service Representative explained that captions are created by a live captionist using voice recognition software. It was suggested that the customer document the date time and Communication Assistant Identification number of any future calls so that action can be taken with the Communication Assistant on the call.
22	05/29/10	A TTY customer stated that they have had a certain Communication Assistant several times, and have been frustrated with them. The Communication Assistant dials out the number, and tells the customer that the "phone company equipment is busy" and then disconnects. The TTY customer will immediately connect to another Communication Assistant, and the call goes through. Customer Service apologized to the customer and stated that this information would be forwarded to the appropriate person. No follow up was requested.	05/29/10	The Team Leader met with the Communication Assistant, who said that she hit the wrong key, but when she went to correct it with "XXX" the customer hung up. The customer thought that the Communication Assistant hung up on her when the customer saw the "XXX." The Communication Assistant was coached on disconnecting, and on being careful and focused on the call.